

## VoIP

Use the following website to complete this worksheet:

<http://communication.howstuffworks.com/ip-telephony1.htm>

1. With VoIP, you can make a call from anywhere you have \_\_\_\_\_.
2. A \_\_\_\_\_ is client software that loads the VoIP service onto your desktop or laptop. The Vonage softphone has an interface on your monitor screen that looks like a traditional telephone. As long as you have a \_\_\_\_\_, you can place calls from your laptop anywhere in the broadband-connected world.
3. What are four services that VoIP can include:
4. With many VoIP services, you can also check \_\_\_\_\_ via the Web or attach messages to an \_\_\_\_\_ that is sent to your computer or handheld.
5. What is the foundation of the Public Switched Telephone Network (PSTN)?
6. Telephone conversations over today's traditional phone network are somewhat more efficient and they cost a lot less because your voice is \_\_\_\_\_, and your voice along with thousands of others can be combined onto a single \_\_\_\_\_ cable for much of the journey.
7. VoIP uses \_\_\_\_\_. A packet-switched phone network is the alternative to circuit switching. It works like this: While you're talking, the other party is listening, which means that only \_\_\_\_\_ is in use at any given time.
8. It will still be at least a \_\_\_\_\_ before communications companies can make the full switch over to VoIP.
9. What is one of the major flaws of VoIP?
10. What are six disadvantages to VoIP compared to conventional phone lines?